

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**RECEIVED
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Applicants: A. Hermann et al.

Serial No.: 09/816,940

For: METHOD, COMPUTER SYSTEM, AND COMPUTER
PROGRAM PRODUCT FOR MONITORING SERVICES
OF AN INFORMATION TECHNOLOGY ENVIRONMENT

Filed: March 23, 2001

Examiner: William D. Hutton, Jr.

Art Unit: 2178

Confirmation No.: 6950

Customer No.: 27,623

Attorney Docket No.: 20005778-2

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450**AMENDMENT**

Dear Sir:

In reply to an Office Action dated July 2, 2004, hereinafter "the Office Action", the period for response having been extended to December 2, 2004, please amend the above-identified application as follows:

Amendments to the Claims begin on page 2 of this paper.

Remarks begin on page 9 of this paper.

PAGE 516 * RCVD AT 12/22/2004 4:16:50 PM [Eastern Standard Time] * SVR:USPTO-EFXXF-1/2 * CNIS:3729306 * CSD:2033276401 * DURATION (mm-ss):07:02

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